

Crisis Services in the ACT – Christmas/New Year Shutdown

During Community Options' Christmas/New Year shutdown period (24 Dec – 5 Jan), clients can access the following crisis services for urgent support. These services operate 24/7 or have standard/extended hours during holidays.

If you are in need of immediate emergency assistance, such as an immediate health or safety emergency, please phone Triple Zero (000) for police, fire, or ambulance.

Mental Health & Suicide Prevention

- **Access Mental Health (ACT Health)**
24/7 triage and referral for mental health crises.
Phone: 1800 629 354 or (02) 6205 1065
- **Lifeline**
24/7 crisis support and suicide prevention.
Phone: 13 11 14
- **Suicide Call Back Service**
Phone and online counselling for people at risk or bereaved by suicide.
Phone: 1300 659 467
- **Beyond Blue**
Mental Health Support and Counseling.
Phone: 1300 22 4636
- **Blue Knot Foundation**
Trauma counselling for adult survivors of childhood abuse.
Phone: 1300 657 380

Domestic & Family Violence

- **Domestic Violence Crisis Service (DVCS)**
24/7 support, safety planning, and legal advocacy.
Phone: (02) 6280 0900

- **1800RESPECT**
National sexual, domestic, and family violence counselling.
Phone: 1800 737 732
- **YWCA Canberra Domestic Violence Support Service**
Support for women and families experiencing violence.
Phone: (02) 6185 2000
- **Canberra Rape Crisis Centre**
24/7 support for sexual assault survivors.
Phone: (02) 6247 2525 | SMS: 0488 586 518

Youth & Family Support

- **Kids Helpline**
Support for young people up to 25 years.
Phone: 1800 55 1800
- **MindMap Youth Navigator**
Connects young people (6–24) to mental health services.
Phone: 1800 862 111 (11am–10pm, 7 days)
- **Parentline ACT**
Free counselling for parents and carers.
Phone: (02) 6287 3833

General Crisis Assistance

- **Salvation Army ACT**
Financial assistance, food, and emergency relief.
Phone: 1300 371 288 or (02) 8775 7987
- **St Vincent de Paul Society**
Vinnies Canberra/Goulburn provides food, housing and clothing to people that are currently at risk of, or experiencing, homelessness.
Phone: 13 18 12
- **Community Info Hub – Volunteering ACT**
Provides information on how to access Canberra's food and groceries relief and Crisis and Emergency Support
Phone: 6248 7988
- **State Emergency Service ACT (SES)**
Provides volunteer assistance for temporary emergency repairs to damage caused by floods and storms.
Phone: 132 500
- **Police Assistance Line**
Call this number if you require police assistance, but there is no immediate danger.
Phone: 131 444

- **Health Direct**
24hr service to speak with a Nurse for health advice.
Phone: 1800 022 222

Walk-In Centers in ACT

Walk-in Centres can provide you with a health assessment and treatment for a wide range of health needs. For any Walk-In Centre, phone: (02) 5124 0000, 24 hours/7 days a week – see below locations and their opening hours.

For health emergencies, call 000.

- **Belconnen Walk-In Centre**
Location: 56 Lathlain Street, Belconnen, ACT, 2617
Open hours: 7.30am to 10pm, 7 days
- **Tuggeranong Walk-In Centre**
Location: Corner Anketell and Pitman Street GREENWAY ACT 2900
Open hours: 7.30am to 10pm, 7 days
- **Inner North (Dickson) Walk-In Centre**
Location: 111 Joan Kellett Way, Dickson, ACT, 2602
Open hours: 7.30am to 10pm, 7 days
- **Weston Creek Walk-In Centre**
Location: Weston Creek Community Centre, 24 Parkinson Street. Weston, ACT, 2611
Open hours: 7.30am to 10pm, 7 days
- **Gungahlin Walkin-In Centre**
Location: 87 Earnest Cavanagh Street, Gungahlin, ACT, 2912
Open: 7.30 am to 10pm, 7 days